

From: Jen
To: Microsoft ATR
Date: 11/16/01 6:13am
Subject: Microsoft's Business Practices.

To whom this may concern:

As a citizen and consumer I am pretty outraged by the mess Microsoft has placed the computer industry in. When a company gets control over an industry as important as the computer industry the consumer pays the price. With the recent release of the Windows XP operating system they have once again taken another step to unfairly entrench their position. The companies practice's are insulting and very unfair. Because they are the only choice I have to run the software I need to. I have to put up with this new activation "feature." This is just another step for them. Everytime I have to reformat my computer or add new components to it I have to contact them to activate the software I already purchased. I really hope they are not gathering personal information about me without my knowing it. The main problem here is I have NO choice in the matter. Not to mention it makes me feel as though they are watching everything I do in the privacy of my own home. What's next for them, required thumbprints to print a paper? Bottom line is this, they are the only company that can get away with this. Do you think in a competitive industry like lets say the automobile industry, that a car company would choose to make you call in any time you wanted to add a new improved part to your engine? Sorry John Doe this is made in japan part is not supported by our company so your car wont start now. No, because people have a choice in the type of car they buy. But not so in software. If we want to play game X we have to call them for permission because we just added a new sound chip. This just boils my blood. Whats next they going to require their customers to come down for DNA tests before we can use Windows 3000 which the consumer has already paid their hard earned money on. I am not a lawyer and I know nothing of the law. But I do know whats right and wrong. And this is just plain wrong. If the consumer has no choice in the matter than the company should be regulated. I might also point out that I have never written a letter like this nor been involved in anything political. But enough is enough. Its bad enough they make us pay for products that don't work very well to start with. Now we have to ask their permission everytime we choose to change components in our computers? I wish I had a choice. Because I would not choose this. Keep up the good work on the anti-trust suit. I am one taxpayer that is happy you are on the job.

Janae Pippins
US. Citizen